



Division:	Human Resources (HR)
Title:	Standard Operating Procedures
Procedure:	EEO REQUEST FOR INFORMATION GUIDELINES
Original Effective Date:	01/01/2007
Revised Effective Date:	01/01/2007

EEO Request for Information Guidelines

Responses to notices of employment discrimination charges, complaints, and investigations shall be approved and coordinated by the Central Employee Relations Section. The director of any Division/Facility/School who receives notice of an employment discrimination charge, complaint, investigation or legal action from a federal, state or investigative agency is responsible for immediately notifying their Human Resources Manager (HRM) or Employee Relations Specialist (ERS). Upon receiving such a complaint, process as follows:

1. Send a copy of the notice to the Central Employee Relations Section within 5 calendar days of receipt.
2. The ER Manager will assign the matter to the appropriate HRM or ERS.
3. The Central Employee Relations Section will send the Request for Information (RFI) to the HRM or ERS and request a draft response (with supporting documents) to be submitted to the Central Employee Relations Section within 10 working days. Extensions for good cause may be requested.
4. A HRM or an ERS will be assigned to coordinate the Department's position at fact-finding conferences with the investigative agency.
5. The HRM or ERS should schedule all interviews with managers and supervisors. The need for their presence during the interviews will be determined by the investigator.
6. The HRM or ERS cannot be present during the interview with the person who filed the charge.

Website Resources:

Employee Grievance, Directive III-8

<http://info.dhhs.state.nc.us/olm/manuals/oos/dir/man/DirIII-08a.htm>

EEO, Directive III-2

<http://info.dhhs.state.nc.us/olm/manuals/oos/dir/man/DirIII-02a.htm>

Civil Rights Compliance

<http://info.dhhs.state.nc.us/olm/manuals/oos/dir/man/DirIII-04a.htm>